

CLASS TITLE: ELIGIBILITY TECHNICIAN SPECIALIST (DHS)

Class Code: 02466203

Pay Grade: 27A

EO: E

CLASS DEFINITION:

GENERAL STATEMENT OF DUTIES: Within the Department of Human Services (DHS), to research, develop and monitor systemic improvements to the eligibility determination process; to evaluate current procedures and initiate short, medium and long-term projects and initiatives aimed at enhancing program efficiencies and effectiveness; to make recommendations to a superior as to how improvements may be made to optimize services; to resolve most complex constituent inquires, system problems and error cases; to provide support, guidance and coaching to Eligibility Technician I's, II's and III's; to work with supervisors and managers to develop and recommend program model enhancements; and to do related work as required.

SUPERVISION RECEIVED: Works under the general supervision of a superior from whom assignments are received with significant latitude for the exercise of initiative and independent judgement; work is reviewed upon completion for conformance to established standards, rules and general policies.

SUPERVISION EXERCISED: To provide support, guidance, training and coaching to Eligibility Technician I's, II's and III's; may assist a superior in reviewing the work of Eligibility Technicians I's, II's and/or III's, as assigned.

ILLUSTRATIVE EXAMPLES OF WORK PERFORMED:

Within the Department of Human Services (DHS), to research, develop and monitor systemic improvements to the eligibility determination process.

To evaluate current procedures and initiate short, medium and long-term projects and initiatives aimed at enhancing program efficiencies and effectiveness.

To make recommendations to a superior as to how improvements may be made to optimize services.

To resolve most complex constituent inquires, system problems and error cases.

To provide support, guidance and coaching to Eligibility Technician I's, II's and III's.

To work with supervisors and managers to develop and recommend program model enhancements.

To troubleshoot and resolve the most complex cases that are error-prone.

To assist a supervisor in reviewing other eligibility technicians' cases, and to prepare written reports concerning such case reviews.

To assist in establishing best practices as well as in establishing efficiency standards.

To serve as an escalations team lead.

To provide information about laws, rules, regulations, policies/procedures, to applicants/recipients and other interested parties to ensure an understanding of available program benefits.

To assist the Center for Staff Development and Learning by identifying training needs through the analysis of items that are brought through the escalations and constituent affairs teams.

To actively participate in and conduct training.

To compile reoccurring and special reports, including the most complex statistical breakdowns, and to assist a supervisor in tracking approval statistics, timeliness of pending cases and compliance and quality assurance reviews.

To participate in and/or lead group projects and special assignments as needed.

To partner with DHS leadership to design and implement RI Bridges system enhancements as well as the design and implementation of new models of service delivery to benefit customers.

To compose, compile and send correspondence and requests for information to applicants/recipients.

To complete required forms, secure accompanying documentation, and perform scanning, indexing, registration, data collection using a task-management system.

To communicate program, process, eligibility requirements and status to customers and advocates.

To appear at hearings as a subject matter expert to explain departmental policies, procedures, protocols and actions.

To provide welcoming and courteous service to customers seeking assistance in person, on telephone or by scheduled appointment.

To follow and adhere to standard unit procedures and protocols in the performance of assigned duties.

To report suspected cases of abuse or neglect to appropriate authorities.

To perform related work as required.

REQUIRED QUALIFICATIONS FOR APPOINTMENT:

KNOWLEDGE, SKILLS AND CAPACITIES: An advanced ability to read, understand, interpret and apply federal and state laws and regulations concerning initial and continuing eligibility requirements for state and federal health and human service programs; the ability to conduct mutually informative interviews using standard interviewing techniques and human relation skills; the ability to process both routine to the most complex health and human service program applications from start to issuance or denial in an accurate, efficient and timely manner; advanced knowledge of Windows Operating Systems, usage of a personal computer (PC) and standard desktop office tools; the ability to retain objectivity while dealing with difficult clients and to exercise sound judgement in analyses of the full range of applicant assistance situations; the ability to provide clear and accurate information to clients/recipients, agencies, employers and other interested parties in routine to the most complex circumstances; the ability to interact with applicants/recipients, the public and co-workers in a professional, tactful and courteous manner; an advanced ability to recognize applicants/recipients' need for service oriented functions; an advanced ability to communicate clearly and effectively in both verbal and written communications; the ability to follow verbal and written instructions and to review and complete eligibility-related forms and applications; the ability to prepare and submit special and reoccurring reports, including the most complex statistical breakdowns; the ability to recognize specific information from a mass of data; the ability to work directly with the public in DHS offices and off-site location; the ability to maintain work behaviors that conform to departmental standards of professionalism; and related capacities and abilities.

EDUCATION AND EXPERIENCE:

Education: Such as may have been gained through: successful completion of two years of college with a concentration in social services; and

Experience: Such as may have been gained through: a minimum of sixty (60) months of employment as an Eligibility Technician I, II and/or III at the Department of Human Services.

Class Created: October 14, 2018